

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	487	459	6%
	Admits	65	77	-16%
	Discharges	62	80	-23%
	Service Hours	1,670	1,165	43%

▲ > 10% Over 1 Yr Ago **▼** > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 153 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Overall		90%	80%	91%
✓ Access		88%	80%	88%
● Outcome		63%	80%	83%
● Recovery		43%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Outpatient		487	100.0%
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Client Demographics

Age

	#	%	State Avg
18-25	30	6%	9%
26-34	62	13%	21%
35-44	72	15%	22%
45-54	118	24%	19%
55-64	133	27%	20%
65+	71	15%	8%

Gender

	#	%	State Avg
Female	297	61%	42%
Male	190	39%	58%
Transgender			0%

Ethnicity

	#	%	State Avg
Hisp-Puerto Rican	294	60%	▲ 12%
Non-Hispanic	142	29%	▼ 70%
Hispanic-Other	41	8%	8%
Unknown	7	1%	10%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	0%

Race

	#	%	State Avg
Other	232	48%	▲ 13%
White/Caucasian	124	25%	▼ 62%
Black/African American	106	22%	17%
Multiple Races	10	2%	1%
Unknown	8	2%	6%
Hawaiian/Other Pacific Islander	4	1%	0%
Am. Indian/Native Alaskan	2	0%	1%
Asian	1	0%	1%

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

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Unique Clients	487	459	6%
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Discharges	62	80	-23% ▼
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Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	93%	86%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	43%	52%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	75%
✓ SA Screen Complete	100%	75%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	15%	50%	33%	-35% ▼
Recovery						
✓ Social Support		307	62%	60%	60%	2%
● Stable Living Situation		452	92%	95%	74%	-3%
● Employed		56	11%	30%	22%	-19% ▼

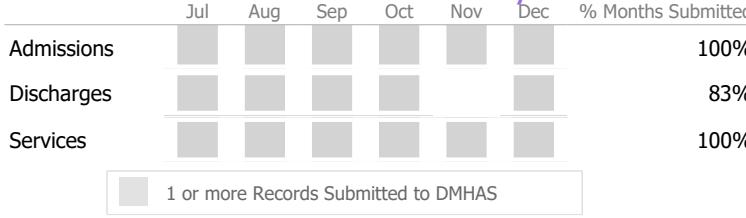
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		304	71%	90%	81%	-19% ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		42	65%	75%	76%	-10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs